This post requires that the post holder has the following skills and experience to fulfil the job description. **Please address the 8 points marked \*** and explain clearly how your experience and knowledge meets each of these requirements, including examples where relevant.

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|  |  | **Experience** |
| \* | 1 | Experience of providing emotional and practical support for vulnerable adults who have complex mental health needs |
|  | 2 | Experience of working with people in distress |
| \* | 3 | Experience of supporting a caseload of clients |
|  |  | **Skills/Ability/Knowledge** |
| \* | 4 | Ability to provide creative, structured, person-centered and co-produced support planning and risk management plans |
|  | 5 | An understanding of the impact that mental health issues can have on a person’s everyday life |
| \* | 6 | An understanding of the benefits of a holistic approach to achieve and maintain positive well-being |
| \* | 7 | An ability to work with a strengths-based approach to motivate and empower people |
|  | 8 | Ability to actively listen to clients, build trust and understanding |
|  | 9 | An understanding of accountability and confidentiality issues |
| \* | 10 | An understanding of housing management and health & safety within a residential setting |
|  | 11 | A good knowledge of relevant DWP benefits |
|  | 12 | Ability to work under pressure, prioritise and manage workload |
|  | 13 | A good understanding of safeguarding issues |
|  | 14 | A good understanding and ability to use line management supervision and reflect on performance |
|  | 15 | Good administrative skills including the use of Microsoft Office programs including Word, Outlook and Excel |
|  | 16 | Ability to offer a responsive approach to managing risks and incidents |
|  | 17 | Ability to participate in and positively contribute to teamwork |
|  |  | **Attitudes** |
| \* | 18 | A commitment to the development and implementation of Equality and Diversity Policies |
|  | 19 | A commitment to your own personal development |
| \* | 20 | A commitment to empowering clients and promoting their choice and independence |